

SUB D67

C1

1 1. A computer implemented method for processing electronic  
2 messages, said method comprising:  
3 receiving a message in an enterprise mail system, said message from a human  
4 message sender;  
5 categorizing said message by selecting a first category entry from a category  
6 database comprising a plurality of category entries, each said category entry  
7 containing information for handling particular incoming messages; and  
8 creating a response message using said information from said first category entry,  
9 said response message including a response body defined in said first category  
10 entry and a set of message recipients defined in said first category entry.

SUB D87

C2

1 4. A computer implemented method for processing electronic  
2 messages, said method comprising:  
3 receiving a first message into an enterprise mail system, said first message from a  
4 first human message sender;  
5 storing said first message in a message database;  
6 assigning a category entry from a category database to said first message, said  
7 category entry containing information for handling particular incoming  
8 messages;  
9 delivering said first message to a first enterprise mail system user; and  
10 providing a template response message to said first enterprise mail system user  
11 using information in said category entry, said template response message  
12 including a set of message recipients defined in said category entry.